



MONASH
College

STAYING SAFE IN AUSTRALIA

Safety Booklet



WELCOME TO MONASH COLLEGE!

We hope you are looking forward to your journey with Monash College. We know that moving to a new country can be exciting and challenging at the same time. Some things may be different to where you're from — the people, culture and language. But don't worry, our Student Services teams are here to help you.

Although Melbourne is a safe city, sometimes things don't go to plan and you may need help in certain situations. This booklet can be used as a quick information guide about some of the things you may need or want to know.

The **Student Welfare Manager** can provide information, advice and assistance regarding any police matters or concerns.

Our **Student Administration Team** can assist with your enrolment needs.

We have a **Student Engagement Team** to get you involved with student activities throughout the year.

Homestay Accommodation Staff can assist if you are requiring accommodation within a family environment.

Student Counsellors are available on campus for your emotional and wellbeing support.

If you are under 18, our **Guardianship Team** will support you until you turn 18.

Remember, nothing is too silly to ask. If you have any concerns, please don't hesitate to reach out to the relevant area of Student Services anytime, we are here to help. Contact details are at the end of this booklet.

In the meantime, we welcome you to Melbourne. It is an exciting city, with much to see and do. Best of luck with your studies.

ALLIANZ CARE AUSTRALIA OVERSEAS STUDENT HEALTH COVER (OSHC) AND SONDER ESSENTIALS

Allianz  Care

Did you know that your Allianz Care Australia Overseas Student Health Cover (OSHC) helps you cover the cost of medical treatment while studying in Australia. OSHC benefits are similar to the cover Australians receive through Medicare (Australia's public health care system). It covers most services including:

- Doctor appointments
- Emergency ambulance
- Hospital costs
- Prescription medicine

and comes with the **Sonder safety app** with access to a 24/7 safety and support service. A safety app, which always looks after you!

All students with Monash-preferred OSHC, Allianz Care Australia, receive the Sonder safety app free of charge. Sonder works via your phone and is 24/7.

monash.edu/fees/fee-types/overseas-health-cover



This safety app lets you access support services including:

- Check on me: In any situation if you're uneasy or uncomfortable, activate the feature for regular check-ups, till you feel safe
- Track my Journey: Wherever you're travelling, at whatever time, Sonder tracks your commute until you feel safe
- Geo-Safety Alerts: Monitoring major and minor events, Sonder notifies you if you're in an unsafe area, and takes required actions to make sure to reach safety
- More than an app — Sonder will come and help you in person if needed.

THINGS YOU NEED TO KNOW AS AN UNDER 18 STUDENT

As an under 18 student, you will be assigned one of our team members to act as your guardian. Think of us as a friendly face you can turn to whenever you need help. We're here to help you with getting set up in Australia, arranging medical appointments, mental wellbeing and academic support. We'll also support you during emergencies and keep your parents informed.

As an under 18 student, you need permission to:

- Change accommodation
- Go on holidays or visit your home country
- Go out beyond your curfew
- Sleep overnight at a friend's house
- Stay with your family when they come for a visit.

As an under 18, it is important that you:

- Meet your guardian regularly for drop-in sessions
- Always answer our calls or texts. Call us back if you miss our calls
- Sleep in your approved accommodation every night
- Arrive home before curfew and sign the register
- Attend all of your classes.

Monash College is committed to the safety and wellbeing of all children and young people. Monash College has zero tolerance for child abuse and is committed to providing a child safe environment where children and young people feel safe and their voices are heard about decisions that affect their lives.

Every person involved in Monash College has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all children and young people is at the forefront of all they do and every decision they make.

For further information please visit monashcollege.edu.au/about-us/child-safety



SAFETY ADVICE



Safety on and around campus

Monash College takes students' safety seriously. We have Security Officers on each campus, as well as a Student Welfare Manager.

The Student Welfare Manager can help you with a range of safety questions, from reporting a crime, obtaining information about criminal matters, to general practical advice about personal safety.

Appointments can be made to speak to the Student Welfare Manager by email at engagement@monashcollege.edu.au.



Street Safety

- Cross the road at pedestrian crossings when the green light is showing
- At night, walk along well-lit roads or take a taxi
- Don't use your phone when walking. This can cause distraction. Be aware of your surroundings
- Don't invite strangers to your accommodation
- Don't give out your phone number or address to strangers
- Keep expensive items out of sight
- Keep your mobile phone in your pocket or bag, especially at night time
- Don't carry a large amount of cash with you. Avoid using ATM machines at night
- Leave your passport at home.



Fire Safety

- Think before you cook — never leave your cooking unattended
- Turn off your appliances when you are not using them including heaters when you are sleeping
- Never turn off smoke alarms
- Don't attempt to put an oil fire out with water. If it is safe to do so, turn off the heat and put a cover on the pan
- Never smoke indoors
- If you need immediate assistance with a fire call 000.



Beach Safety

- Never swim at night
- Respect the ocean, do not litter
- Only swim at beaches that are patrolled and have lifeguards
- Always swim between the flags
- Don't enter the water unless you know how to swim
- Be sun smart — The Australian sun is very strong!
- Slip on a t-shirt, slop on some sunscreen, slap on a hat and seek shade.



Scams

A scam is a scheme where a person cheats another individual or group out of money, by presenting them with false information during a deal or offer.

There are many types of scams — you can learn more about them on Scamwatch (an Australian government site that provides information and reporting advice for victims of scams).

www.scamwatch.gov.au.

The best way to avoid a scam is to:

- Be alert
- Keep your personal information private and secure online
- Keep your personal details secure over the phone
- Do not give out personal information unless you are certain the website is secure or the caller is legitimate.

Please remember, unauthorised third-party payment of Monash College fees is not allowed and offers of discounted fees may be someone trying to scam you.

SAFETY ADVICE



MonashbSafe app

The Monash bSafe app brings support services, safety information and resources to your fingertips.

bSafe provides dynamic safety features such as emergency alerts and notifications, information about support services and directions to resources.

bSafe allows you to help yourself or someone you know who is experiencing or has witnessed behaviour that is concerning, unacceptable, illegal or threatening. It will guide you through your options to take action, such as accessing urgent help, security services or making a report.

We encourage you to download the app that's got your back.

What is bSafe?

- bSafe provides users with tips and guidance for dealing with a range of problematic behaviours
- a platform to easily access all support services available to our Monash community
- bSafe equips students with essential information on safety and general wellbeing.

Download bSafe on your phone:



SAFETY ADVICE



Respectful relationships

Family violence is when someone behaves abusively towards a family member. It is part of a pattern of behaviour that controls or dominates a person and causes them to fear for their own or others' safety and wellbeing. **Interpersonal violence** is the same behaviour involving people who are known to one another but are not family members.

Family and interpersonal violence includes physical violence and abusive behaviour, as well as physical and sexual violence, financial, emotional or psychological abuse. Examples of this behaviour are slapping, hitting, rape, verbal threats, harassment, stalking, withholding money and deliberately isolating someone from their friends and family.

These illegal behaviours are all unacceptable in Australia. Please seek assistance from the Student Welfare Manager if you are experiencing this behaviour or are worried about someone else experiencing this behaviour.



Behaviours of concern

Behaviours of concern are behaviours which make a person feel uncomfortable, threatened or scared.

Sexual assault includes unwanted kissing, unwanted sex, unwanted touching and rape.

Sexual harassment includes unwanted sexual comments and behaviour.

Harassment is non-physical activity such as unwelcome comments or insults.

Bullying is any persistent intentional behaviour toward another person which is intended to cause harm, fear or distress. It can include threats, harassment, stalking, coercion, aggressive behaviour and physical assault.

Racism can include prejudice, discrimination or hatred directed at someone because of their colour, ethnicity or national origin. People often associate racism with acts of abuse or harassment. However, it doesn't need to involve violent or intimidating behaviour.

Stalking is the intentional and repeated following, communication or contact with another person, which results in distress or fear (stalking is also a criminal offence).

Cyber stalking is stalking that occurs online, through email, phones and other devices. Cyber stalking may include identity theft, location tracking and hacking or using online accounts. This behaviour is illegal and not acceptable in Australia.

If you think you may have experienced behaviour of concern, please seek assistance from the Student Welfare Manager — who can offer support and advice. You may also speak to our Student Counsellors regarding these issues — you can contact them at **counselling.monashcollege.edu.au** to make an appointment.



Court processes

In the rare circumstance that a student is involved in a criminal matter, they may be required to attend court. The Student Welfare Manager can help students to understand the court process and, in certain matters, they may support victims at court.

Please note however, the Student Welfare Manager is not a solicitor and cannot provide legal advice. If a student is seeking legal advice, they may want to contact:

- Victoria Legal Aid — www.legalaid.vic.gov.au
- Monash University Monash Law Clinics — www.monashlawclinics.com.au

SEXUAL HEALTH

Our job is not to find out if you have a girlfriend or boyfriend. We just want you to be safe. The laws may be different in your home country but this is what it's like in Australia.

Consent

If you have sex, each person involved must give consent (freely agree) every time.

It is important that you are 100% sure that the other person is happy and in agreement because non-consensual sexual activity (even kissing and touching) is against the law.

Support

If you have any questions about sex and sexual health, you can get free advice from a Monash College Student Counsellor by making an appointment at **counselling.monashcollege.edu.au**. All discussions will be confidential. You can also make a free appointment to get sexual health advice at **fpv.org.au/for-you**

Four things to ask yourself:

- Am I ready for sex?
- Have we both had a health check?
- Do we both want it?
- Do we have contraception?

Sexually Transmitted Infections are infections that can be passed from one person to another during sex. If you plan to be sexually active, always use a condom and make sure you get a health check regularly. You can buy condoms from a chemist or supermarket.

If you're thinking about having sex, you need to understand the physical, legal and emotional consequences. Talk to an older person you trust, such as a family member, any of the Monash College Guardians or a Monash College Student Counsellor. If you do not feel comfortable with this, you can talk to your doctor or a family planning clinic about contraception and Sexually Transmitted Infections.

TRANSPORT

It is important to be vigilant when travelling around Melbourne. Here are some things to remember.



Travelling by car

- If you are under 18, you are not permitted to hold a full Victorian driver's licence or to drive a car
- If you are over 18 and would like to drive in Australia, visit vicroads.vic.gov.au for details
- Watch out for trams, pedestrians and other road users
- Drivers must never use a mobile phone when driving
- Every passenger must wear their seat belt
- The driver must follow the road rules and speed limit.

For more information about driving in Victoria, visit vicroads.vic.gov.au/licences



If you are riding a bicycle

- Always wear a helmet
- Your bicycle must have lights and a bell
- Stay in the bike lanes.



If you are taking public transport

Travelling on public transport around Melbourne is convenient and easy to do.

- Purchase the full-fare myki card*
- Always have credit on your myki card to avoid a fine
- Always tap on at the start of your trip and tap off at the end for buses and trains. You do not need to tap off on a tram.
- Trams are free in the Melbourne Central Business District (CBD)

* If you are below 19 years of age, you may be eligible for a children's card, valid until you turn 19. For more information, please visit www.ptv.vic.gov.au/tickets/fares/concession/children.

Ticket inspectors (or Authorised officers**) are responsible for making sure you have a valid myki card and are following the public transport laws and regulations. They usually wear a uniform but can also be in casual clothes (they must carry Metro identification).

They can:

- Ask to see your myki card
- Ask you for your name, address and proof of identity
- Fine you if you don't have a valid myki or are breaking the public transport laws.

Protective Services Officers (PSO) are stationed at every metropolitan train station in Melbourne overnight (6pm-late). They are there to ensure your safety. They are always in a uniform similar to Victoria Police.

PSOs are responsible for

- Patrolling the train platform, car parks and surrounds
- Responding to anti-social behaviour, property damage, alcohol and transport related offences as they arise.

** Authorised officers are different to Protective Services Officers.



Protective Services Officers (PSO)

ACCOMMODATION SAFETY

If you are over 18 and living in a private rental property, here is a checklist to help you:

- Inspect the property in person
- Photograph and keep a record of any existing damage
- Rental bond must be lodged. A rental bond is a security deposit paid by the tenant (you) at the start of the tenancy. It is held by the owner and will be paid back to the tenant at the end of tenancy provided no money is owed to the agent for rent, damages or other costs
- Read, sign and make copies of the rental agreement before you pay anything and obtain a receipt of money paid
- Set house rules with housemates including responsibility of paying for utilities, cleaning and having visitors.

Tenants Victoria promotes and protects the rights of tenants and residents in most types of rented homes across Victoria. They provide information, education and assistance for individuals to use their tenancy rights.

Here are some sites that can help you with renting a property:

- monash.edu/off-campus-accommodation
- consumer.vic.gov.au/housing/renting
- tuv.org.au
- flatmatefinder.com.au
- domain.com.au
- reachout.com

Regardless of where you live while studying in Australia, there is always somewhere to go for information and advice if you have an accommodation concern. These include Monash College Homestay Service, Monash College Student Safety and Monash Residential Services.

Support with short term crisis accommodation can be provided by a Guardian (if under 18) or Student Welfare Manager.



WORKING AS A STUDENT

You have the right to good working conditions and at least the minimum wage

- Legal advice about work rights is available at the Study Melbourne Student Centre. For more information go to studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre
- The International Students Work Rights Legal Service offers free, confidential and independent legal advice if you are an international student experiencing problems at work
- Lawyers are available every Thursday at the Study Melbourne Student Centre. To make an appointment email info@studymelbourne.vic.gov.au or call free from any landline on 1800 056 449
- For more information visit the Jobwatch Employment Rights Legal Centre at bit.ly/job-watch or the International Students Workrights Legal Service Facebook page facebook.com/ISWRLS

HEALTH AND WELLBEING

Doctor's appointment

Make sure you see a registered doctor. Under 18 students can ask their Guardian for help to book a doctor's appointment. Remember to ask for a medical certificate if you are missing classes. If you need to see a doctor after hours, you can contact a home doctor service who will visit you at home. To make an appointment, call 137 425 or download homedoctor.com.au/get-the-app

Overseas student health cover

Download the Allianz MyHealth app for OSHC members to order your card, search for a doctor or make claims for your health insurance.

Counselling

Monash College counselling is free, confidential and available to all students. We will not share your information with any third parties, including your parents, without your consent.

You can visit a Student Counsellor if you are experiencing any personal, emotional or psychological difficulties that are affecting your ability to study, sleep, socialise or perform at your best.

To make an appointment, go to **counselling.monashcollege.edu.au** or drop by their offices. Under 18 students can ask their Guardian for help to make an appointment.



DRUGS, ALCOHOL AND ADDICTIONS

It is the law in Australia that you must be at least 18 years old to purchase cigarettes, alcohol or gamble.



Think before you drink

- How are you getting home?
- Beware of someone adding alcohol or other substances to your drink (drink spiking)
- Know your limit for alcohol
- Look after your friends
- Some public spaces are alcohol free
- Know the Victorian laws, visit www.legalaid.vic.gov.au/underage-drinking



Video game and internet addiction

Addiction to video games and the internet is a serious problem that can have major consequences for your health and study. Excessive gaming or internet addiction can lead to changes in your sleeping habits, lack of focus at college and feelings of anxiety, agitation and depression.



Drugs and alcohol

Drugs and alcohol can have a very bad impact on the way we act and react to certain situations. Taking drugs or being drunk can lead to making unsafe decisions that we wouldn't normally make.

You may run into these dangerous situations when affected by alcohol or drugs:

- People adding substances to your drink without your knowledge
- Violence
- Unsafe sex
- Drug and alcohol overdoses
- Driving when drunk (or being a passenger of a drunk driver).

You need to make sure you know your limits when drinking alcohol and always look after your friends.



Smoking

Monash College is smoke-free. Smoking is not permitted on any Monash College or University campus grounds or buildings in Victoria.

It is illegal to purchase cigarettes if you are under 18.

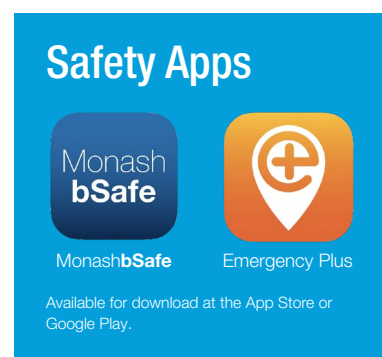
Any type of addiction can have serious consequences for your personal health and safety.

If you feel you are suffering from any form of addiction or need advice and support, make a free and confidential appointment with a Student Counsellor at counselling.monashcollege.edu.au

GENERAL SUPPORT SERVICES

CONTACT NAME	WHEN TO CONTACT?	CONTACT DETAILS
Emergency Services	When you need the fire brigade, police or ambulance	Call 000
Home Doctor	After-hours doctor visit to your home	13 74 25 homedoctor.com.au or homedoctor.com.au/get-the-app
Nurse on call	24/7 free health advice with a registered nurse	1300 60 60 24 health.vic.gov.au/primary-care/nurse-on-call
Allianz Care Australia OSHC	Help with your student health cover claims, finding a registered doctor and ordering your card	13 67 42 monash.edu/students/admin/fees/other-costs/overseas-health-cover
Safe taxis	Call a taxi at night instead of walking	13 10 08 (Silver Top Taxi) 13 22 27 (13CABS)
Tenants Victoria	Promotes and protects the rights of tenants and residents in most types of rented homes across Victoria. Information, education and assistance for individuals to use their tenancy rights	(03) 9416 2577 tuv.org.au
Family Planning Victoria	Make a FREE appointment to get sexual health advice	fpv.org.au/for-you Drop-in service: 11am-6pm, Mon-Fri (Level 1, 94 Elizabeth Street)
Study Melbourne	Information and practical support for young people	studymelbourne.vic.gov.au

*Always save your guardian and accommodation's phone number



MONASH COLLEGE CONTACT DETAILS

CONTACT NAME	WHEN TO CONTACT?	CONTACT DETAILS
On-campus Security (24 hours)	For any on-campus security	(03) 9905 3333
Off-campus Support	For any off-campus support	1800 725 315
Student Welfare	For advice and information if you experience any behaviour that makes you feel unsafe on or off-campus, including family violence, and/or assault	engagement@monashcollege.edu.au
Student Counsellors	Free and confidential help for personal, emotional and psychological issues, e.g feeling stressed, homesick or overwhelmed with your studies	counselling.monashcollege.edu.au Drop-in appointments also available
Student Engagement	We provide general advice, organise student events and help you connect to the Monash community, events, renting and more	engagement@monashcollege.edu.au Drop-in appointments also available
Guardians	Help for students aged under 18 with getting settled in Melbourne, arranging various appointments and ensuring they feel supported at Monash College	guardians@monashcollege.edu.au
Homestay Accommodation Services	Any homestay matter	has@monashcollege.edu.au (03) 9902 0318
Accommodation Support	Help with your accommodation during your studies in Melbourne e.g homestay, on-campus, shared house or Urbanest	accomodation@monashcollege.edu.au
Monash Residential Services (MRS)	Informs and guides students on their housing options and tenancy rights and responsibilities	1800 666 274 (Australia) +61 3 9902-6011 (International) You can also contact Ask Monash: connect.monash.edu/askmonash/s/
Student Administration	Enrolment, timetable, academic documents, attendance, and fees	student.admin@monashcollege.edu.au Drop-in appointments also available
eSolutions	Monash Account (username and password) and internet connectivity on campus	servicedesk@monash.edu (03) 9903 2777
Monash College Policies	Students must follow all Monash College Policies and Procedures	monashcollege.edu.au/about-us/policies-procedures

facebook.com/MonashCollegeAustralia instagram.com/MonashCollegeAu

Emergency: Call 000 (free call) for police, fire or ambulance.